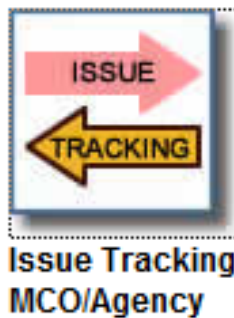




Issue Tracking Instructions (State Agencies)



January 24, 2014

Table of Contents

General Instructions.....	2
Accessing the Application	3
Logging-In.....	4
Accessing the Issue Tracking Application.....	5
Navigation – Issue Tracking List	6
Navigation – Registered Providers.....	8
Navigation – Summary Report.....	9
Navigation – Classifications (res)	10
Navigation – Authenticated Users (res).....	11
Issue Tracking Listing – Interactive Report Functions.....	12
Issue Tracking Listing – Descriptions.....	13
Issue Tracking Listing – Filter	14
Issue Tracking Listing – Sorting	15
Issue Tracking Listing – Control Break on Information	16
Issue Tracking Listing – Highlight Information.....	17
Issue Tracking Listing – Saving	18
Issue Tracking Listing – Reset Report.....	19
Issue Tracking Listing – Downloading Data.....	20
Issue Tracking Entry Detail.....	21
Issue Tracking Report Details.....	22
Upload File Attachment Utility	27
Viewing an Attachment	29
Deleting an Attachment.....	30
Logging-Out.....	31

General Instructions

Overview

The Issue Tracking Application is a KDADS web application.

System Requirements and Browser Settings

- **Firewall Settings** may need added.
 - To check if you will be able to access the KDADS Web Application site, follow the steps on pages 3-4. If the sign in page does not display, our site will need to be added to your firewall. Please contact the KDADS Help Desk for the specific address/port to be added to the firewall.
 - Internet Connection
 - Internet Browser:
 - Microsoft Internet Explorer 6.0 or newer - Recommended
 - Firefox – current version
 - Disable all Pop-Up blockers
-

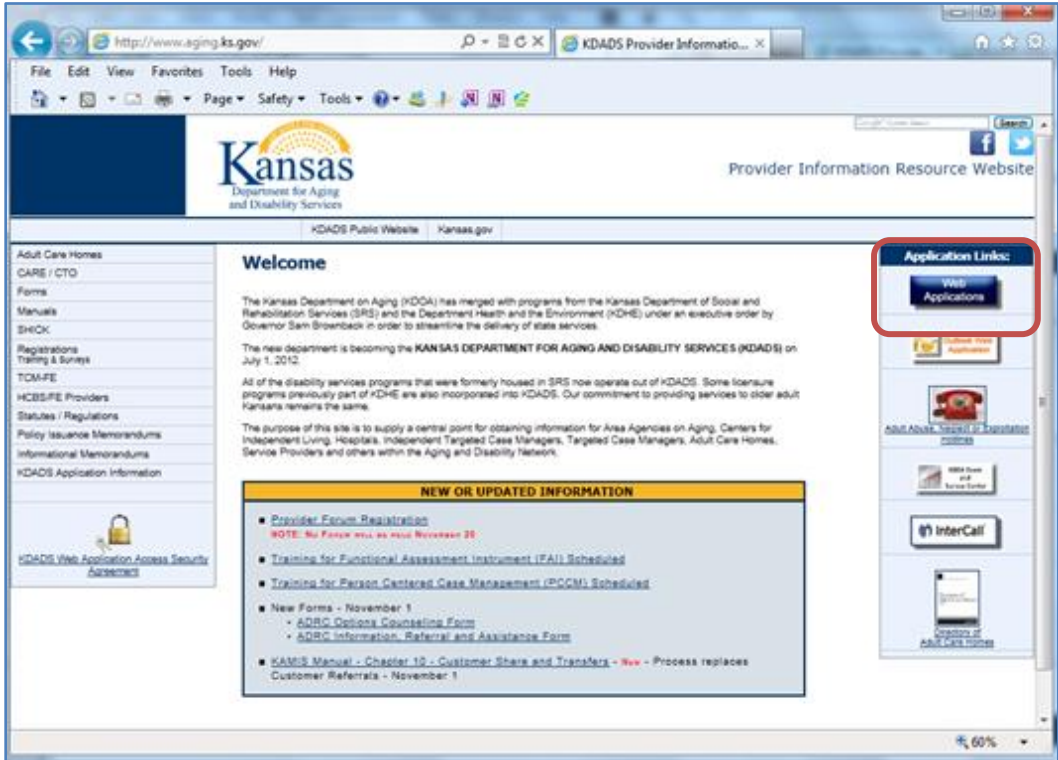
Contact Persons

Issue	Contact Person
Application How To Questions Password Change	KDADS Help Desk Phone: (785) 296-4987 or (800) 432-3535 E-Mail: HelpDesk@kdads.ks.gov
Questions about the Issue Tracking Policies and Guidelines.	Phone: (800) 432-3535

Accessing the Application

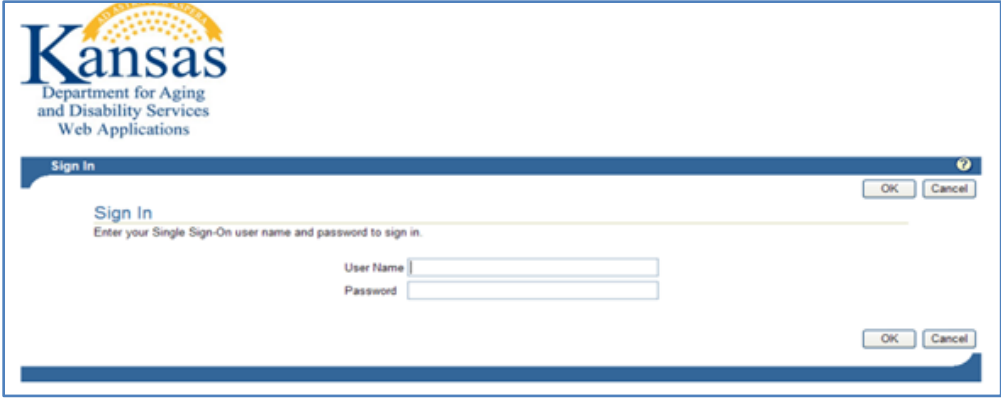
Introduction Use Microsoft Internet Explorer or FireFox browser to access the KDADS web application site. All KDADS Web Applications are secured and encrypted.

How To Follow the steps in the table below to accessing the login page for the KDADS Web Application.

Step	Action	Result
1.	Open the internet browser. Access the KDADS Provider Information Resource Web Site. www.aging.ks.gov	The KDADS Provider Web Site Home Page will be displayed.
		
2.	Select the Web Applications link under the “Applications Link”.	The KDADS Web Application Login page will display.

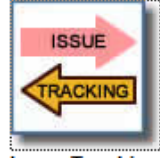
Logging-In

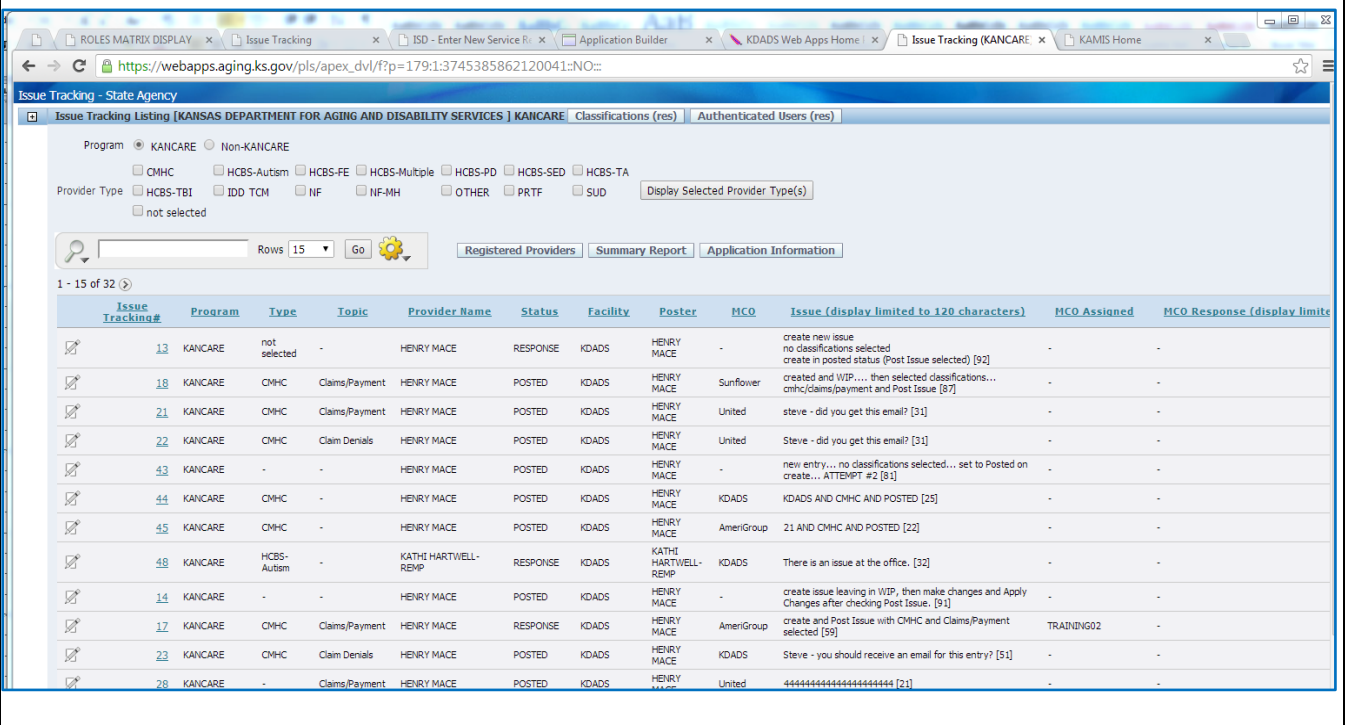
How To Follow the steps in the table below to complete the Login process.

Step	Action	Result
1.	Once the Login page is displayed. Type the User Name . Press Tab .	Insertion point advances.
		
2.	Enter Password . If it is the first time signing into the application, use the initial password that was issued in the e-mail from the KDADS Information Services Division. Click the OK button.	The Web Application Home page will display.

Accessing the Issue Tracking Application

How To Follow the steps in the table below to access the Issue Tracking application.

Step	Action	Result
1.	To access the Issue Tracking Application, click on the Issue Tracking button on the Web Applications Home Page.	 Issue Tracking MCO/Agency
2.	Opens to the Listing page of the Issue Tracking Application.	



Issue Tracking#	Program	Type	Topic	Provider Name	Status	Facility	Poster	MCO	Issue (display limited to 120 characters)	MCO Assigned	MCO Response (display limited to 120 characters)
13	KANCARE	not selected	-	HENRY MACE	RESPONSE	KDADS	HENRY MACE	-	create new issue no classifications selected create in posted status (Post Issue selected) [92]	-	-
18	KANCARE	CMHC	Claims/Payment	HENRY MACE	POSTED	KDADS	HENRY MACE	Sunflower	created and WIP... then selected classifications... cmhc/claims/payment and Post Issue [87]	-	-
21	KANCARE	CMHC	Claims/Payment	HENRY MACE	POSTED	KDADS	HENRY MACE	United	steve - did you get this email? [31]	-	-
22	KANCARE	CMHC	Claim Denials	HENRY MACE	POSTED	KDADS	HENRY MACE	United	Steve - did you get this email? [31]	-	-
43	KANCARE	-	-	HENRY MACE	POSTED	KDADS	HENRY MACE	-	new entry... no classifications selected... set to Posted on create... ATTEMPT #2 [81]	-	-
44	KANCARE	CMHC	-	HENRY MACE	POSTED	KDADS	HENRY MACE	KDADS	KDADS AND CMHC AND POSTED [25]	-	-
45	KANCARE	CMHC	-	HENRY MACE	POSTED	KDADS	HENRY MACE	AmeriGroup	21 AND CMHC AND POSTED [22]	-	-
48	KANCARE	HCBS-Autism	-	KATHI HARTWELL-REMP	RESPONSE	KDADS	KATHI HARTWELL-REMP	KDADS	There is an issue at the office. [32]	-	-
14	KANCARE	-	-	HENRY MACE	POSTED	KDADS	HENRY MACE	-	create issue leaving in WIP, then make changes and Apply Changes after checking Post Issue. [91]	-	-
17	KANCARE	CMHC	Claims/Payment	HENRY MACE	RESPONSE	KDADS	HENRY MACE	AmeriGroup	create and Post Issue with CMHC and Claims/Payment selected [59]	TRAINING02	-
23	KANCARE	CMHC	Claim Denials	HENRY MACE	POSTED	KDADS	HENRY MACE	KDADS	Steve - you should receive an email for this entry? [51]	-	-
26	KANCARE	-	Claims/Payment	HENRY MACE	POSTED	KDADS	HENRY MACE	United	444444444444444444444444 [21]	-	-

Navigation – Issue Tracking Listing

Introduction The report displays the issues that have been entered in the Issue Tracking System. The listing is an Interactive Reports, which gives the user a table view then allows the user to utilize filters and other reporting tools to create custom views of the data.

Select the appropriate criteria and click on the **Display Selected Provider Type(s)** button.

Filters

The screenshot shows the 'Issue Tracking Listing' interface for the 'KANSAS DEPARTMENT FOR AGING AND DISABILITY SERVICES'. The 'Program' filter is set to 'KANCARE'. The 'Provider Type' filter is set to 'not selected'. The 'Display Selected Provider Type(s)' button is highlighted with a red box. Below the filters, there is a search field, a 'Rows' dropdown set to '15', and a 'Go' button. The table below shows a single row with the following data:

Issue Tracking#	Program	Type	Topic	Provider Name	Status	Facility	Poster	MCO	Issue (display limited to 120 charac
13	KANCARE	not selected	-	HENRY MACE	RESPONSE	KDADS	HENRY MACE	-	create new issue no classifications selected create in posted status (Post Issue selected) [92] created and WIP... then selected classifications...

A report based on the filters selected will display.

The report is interactive with a search field. Enter the criteria and click on the “Go” Button. Additional sorting and filtering options as well as a download utility can be found under the “Gear” icon. Detail instructions regarding additional features of the interactive report are located in this document on page 11.

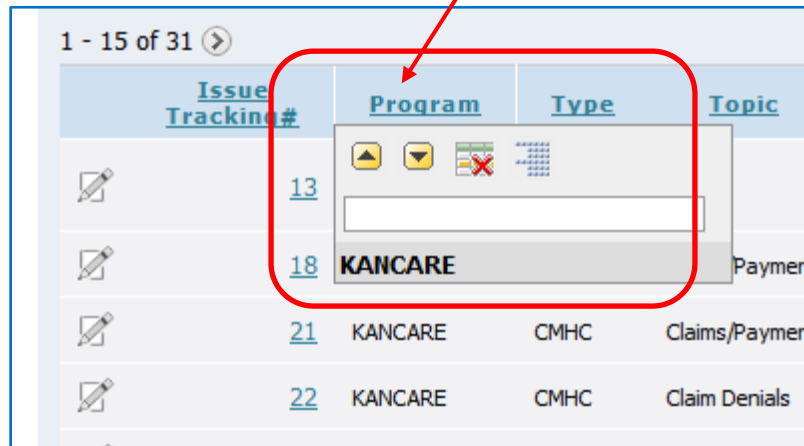
Search Field

The screenshot shows the 'Issue Tracking Listing' interface for the 'KANSAS DEPARTMENT FOR AGING AND DISABILITY SERVICES'. The 'Program' filter is set to 'KANCARE'. The 'Provider Type' filter is set to 'not selected'. The 'Display Selected Provider Type(s)' button is highlighted with a red box. Below the filters, there is a search field, a 'Rows' dropdown set to '15', and a 'Go' button. The table below shows a single row with the following data:

Issue Tracking#	Program	Type	Topic	Provider Name	Status	Facility	Poster	MCO	Issue (display limited to 120 charac
13	KANCARE	not selected	-	HENRY MACE	RESPONSE	KDADS	HENRY MACE	-	create new issue no classifications selected create in posted status (Post Issue selected) [92] created and WIP... then selected classifications...

Navigation – Issue Tracking Listing

The report is also interactive by utilizing the column headings to sort or filter by the content.



The screenshot displays a table titled "1 - 15 of 31" with a right arrow. The table has four columns: "Issue Tracking#", "Program", "Type", and "Topic". The "Program" column is highlighted with a red box, and a dropdown menu is open, showing a search bar and a list of options, with "KANCARE" selected. A red arrow points from the text above to the dropdown menu.

Issue Tracking#	Program	Type	Topic
13			
18	KANCARE		Payment
21	KANCARE	CMHC	Claims/Payment
22	KANCARE	CMHC	Claim Denials

Navigation – Registered Providers

Introduction The **Registered Providers** button will display a list of providers and an overview of the number of issues they have posted.

Registered Providers:

The screenshot shows the 'Issue Tracking - State Agency' interface. At the top, there's a title bar and a menu bar with 'Issue Tracking Listing [KANSAS DEPARTMENT FOR AGING AND DISABILITY SERVICES] KANCARE', 'Classifications (res)', and 'Authenticated Users (res)'. Below the menu bar, there are filters for 'Program' (KANCARE selected, Non-KANCARE unselected) and 'Provider Type' (CMHC, HCBS-Autism, HCBS-FE, HCBS-Multiple, HCBS-PD, HCBS-SED, HCBS-TA, HCBS-TBI, IDD TCM, NF, NF-MH, OTHER, PRTF, SUD, not selected). A 'Display Selected Provider Type(s)' button is on the right. At the bottom, there's a search bar, a 'Rows' dropdown set to 15, a 'Go' button, and three buttons: 'Registered Providers' (highlighted with a red box), 'Summary Report', and 'Application Information'.

Registered Providers A list of registered providers will display.

The screenshot shows the 'Registered Providers' list. At the top, there's a title bar and a menu bar with 'Issue Tracking - State Agency' and 'Registered Providers'. Below the menu bar, there's a 'Return To Issue Tracking Listing' button and a search bar. A 'Rows' dropdown is set to 15, and a 'Go' button is next to it. The list is displayed in a table with the following columns: First Name, Last Name, Phone, Created By, Created On, WIP, Posted, MCO, Agency, and Provider Name. The table contains 15 rows of data. At the bottom, there's a '1 - 15 of 22' link.

First Name	Last Name	Phone	Created By	Created On	WIP	Posted	MCO	Agency	Provider Name
JO	BAUER	785-291-3450	-	-	0	0	0	0	KDADS
SANDY	TURNER	785-296-5663	-	-	0	0	0	0	KDADS
JENNIFER	SPRINGER	785-296-6530	-	-	0	0	0	0	KDADS
RHONDA	BOOSE	785-368-6685	SANDYTURNER	09/12/2011	0	0	0	0	-
KATHI	HARTWELL-REMP	785-296-4275	"Provider"	05/24/2012	0	0	0	0	THE TEST PROVIDER FACILITY NAME
PAM	MCDIFFETT	785-368-6241	"Provider"	04/30/2012	0	0	0	0	SRS
JULIE	FIGGS	785-296-4736	"Provider"	04/24/2012	0	0	0	0	SRS
AQUILA	JORDAN	785-296-0787	"Provider"	06/21/2013	0	0	0	0	KDADS
HENRY	MACE	785-250-9378	MANUALLY	-	0	0	0	0	KDADS
DEBY	ZIMM	7852964987	"Provider"	12/20/2013	0	0	0	0	KDADS
3	BEARS	913-785-1111	SANDYBONJOUR	12/27/2013	0	0	0	0	3 Bears home
CLINICAL	DIRECTOR	7855555555	CISSYMCKINZIE	01/07/2014	0	0	0	0	The Treatment Center
TEST	LARSON	7894567897	"Provider"	01/23/2014	0	0	0	0	3 BEARS HOME
a	a	a	SANDYTURNER	12/13/2013	0	0	0	0	a
BRAD	RIDLEY	9999999999	"Provider"	12/31/2013	0	0	0	0	KDADS

Select the **Return to Issue Tracking Listing** to return to the issue list.

Navigation – Summary Report

Introduction The **Summary Report** button will display an overview of the number of issues logged and the agency responses entered.

Summary Report

The screenshot shows the 'Issue Tracking - State Agency' interface. At the top, there's a title bar and a navigation bar with 'Issue Tracking Listing [KANSAS DEPARTMENT FOR AGING AND DISABILITY SERVICES] KANCARE', 'Classifications (res)', and 'Authenticated Users (res)'. Below this, there are filters for 'Program' (KANCARE selected, Non-KANCARE unselected) and 'Provider Type' (CMHC, HCBS-Autism, HCBS-FE, HCBS-Multiple, HCBS-PD, HCBS-SED, HCBS-TA, HCBS-TBI, IDD TCM, NF, NF-MH, OTHER, PRTF, SUD, not selected). A 'Display Selected Provider Type(s)' button is on the right. At the bottom, there's a search bar, a 'Rows' dropdown set to 15, a 'Go' button, a gear icon, and three buttons: 'Registered Providers', 'Summary Report' (highlighted with a red box), and 'Application Information'.

Select the **Summary Report** button.

Summary Report

The screenshot shows the 'Issue Tracking - State Agency' interface with the 'Summary Report' for 01/2014. The title bar and navigation bar are the same. Below the filters, there's a 'Report (01/2014)' section. It includes 'MCO/Agency' filters (AmeriGroup, Sunflower, United, KDADS, KDHE, un-assigned) and 'Month Year' filters (Display all Entries, 2014-01). A 'View Report' button is on the right. The main content area is divided into three sections: 'Issue (12)', 'Agency Response (1)', and 'Completion Percentages (01/2014)'. The 'Issue (12)' section has a table with columns 'Type' and 'Count'. The 'Agency Response (1)' section has a table with columns 'Type' and 'Count'. The 'Completion Percentages (01/2014)' section has a table with columns 'Completion Percentages (01/2014)' and 'Count'. The 'Completion Percentages (01/2014)' table shows 'RESPONSE / (POSTED + POSTED MCO + RESPONSE): 1/13 8%'. A 'Return To Listing' button is in the top right corner.

Type	Count
CMHC	3
HCBS-Autism	1
not selected	2
(not identified)	6
	12
Topic	
Claim Denials	2
(not identified)	10
	12
Poster	
HENRYMACE	10
KATHIHARTWELLREMP	1
TRAINING01	1
	12
MCO	
	0
Assigned to	
DEBYZIMMERMAN	2
SANDYTURNER	1
not_assigned	2
	5

Type	Count
CMHC	0
HCBS-Autism	0
not selected	1
(not identified)	0
	1
Topic	
Claim Denials	0
(not identified)	1
	1
Poster	
HENRYMACE	1
KATHIHARTWELLREMP	0
TRAINING01	0
	1
MCO	
	0
Assigned to	
DEBYZIMMERMAN	1
SANDYTURNER	0
not_assigned	0
	1

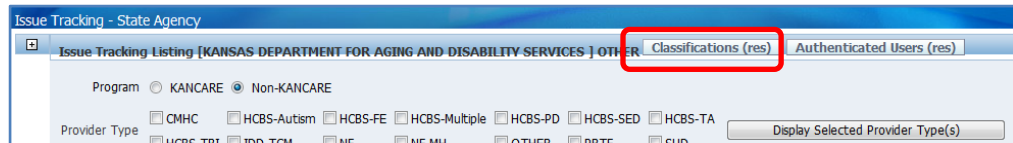
Completion Percentages (01/2014)	Count
RESPONSE / (POSTED + POSTED MCO + RESPONSE):	1/13 8%

The Summary report will display.

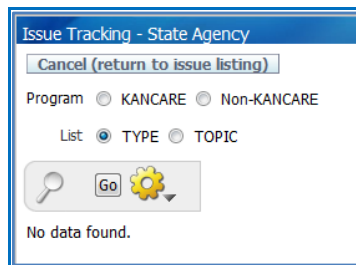
Select the **Return to Listing** to return to the issue list.

Navigation – Classifications (res)

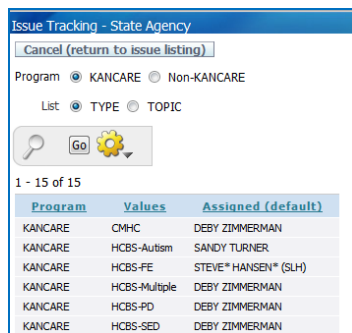
Introduction The **Classification (res)** button will display the individual assigned to the program.



Classifications (res)



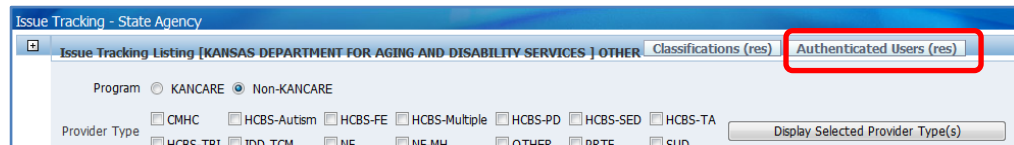
Select the Program.



Select the **Return to Issue Tracking Listing** to return to the issue list.

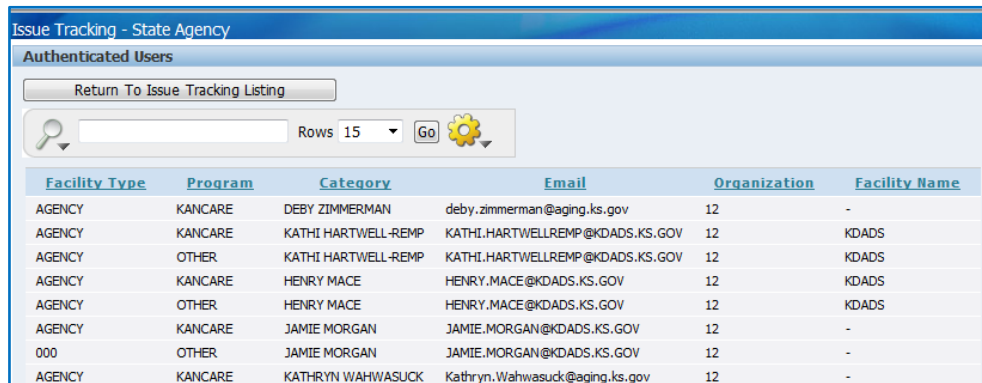
Navigation – Authenticated Users (res)

Introduction The **Authenticated (res)** button will display a list of authenticated users.



The screenshot shows the 'Issue Tracking - State Agency' window. At the top, there are tabs: 'Issue Tracking Listing [KANSAS DEPARTMENT FOR AGING AND DISABILITY SERVICES] OTHER', 'Classifications (res)', and 'Authenticated Users (res)'. The 'Authenticated Users (res)' tab is highlighted with a red box. Below the tabs, there are filters for 'Program' (KANCARE, Non-KANCARE) and 'Provider Type' (CMHC, HCBS-Autism, HCBS-FE, HCBS-Multiple, HCBS-PD, HCBS-SED, HCBS-TA, HCBS-TRI, IDD TCM, NE, NE-MH, OTHER, ORTE, SUD). A 'Display Selected Provider Type(s)' button is at the bottom right.

Authenticated Users (res)



The screenshot shows the 'Authenticated Users' table. At the top, there is a 'Return To Issue Tracking Listing' button. Below it is a search bar with a magnifying glass icon, a 'Rows' dropdown set to '15', a 'Go' button, and a gear icon. The table has the following columns: Facility Type, Program, Category, Email, Organization, and Facility Name.

Facility Type	Program	Category	Email	Organization	Facility Name
AGENCY	KANCARE	DEBY ZIMMERMAN	deby.zimmerman@aging.ks.gov	12	-
AGENCY	KANCARE	KATHI HARTWELL-REMP	KATHI.HARTWELLREMP@KDADS.KS.GOV	12	KDADS
AGENCY	OTHER	KATHI HARTWELL-REMP	KATHI.HARTWELLREMP@KDADS.KS.GOV	12	KDADS
AGENCY	KANCARE	HENRY MACE	HENRY.MACE@KDADS.KS.GOV	12	KDADS
AGENCY	OTHER	HENRY MACE	HENRY.MACE@KDADS.KS.GOV	12	KDADS
AGENCY	KANCARE	JAMIE MORGAN	JAMIE.MORGAN@KDADS.KS.GOV	12	-
000	OTHER	JAMIE MORGAN	JAMIE.MORGAN@KDADS.KS.GOV	12	-
AGENCY	KANCARE	KATHRYN WAHWASUCK	Kathryn.Wahwasuck@aging.ks.gov	12	-

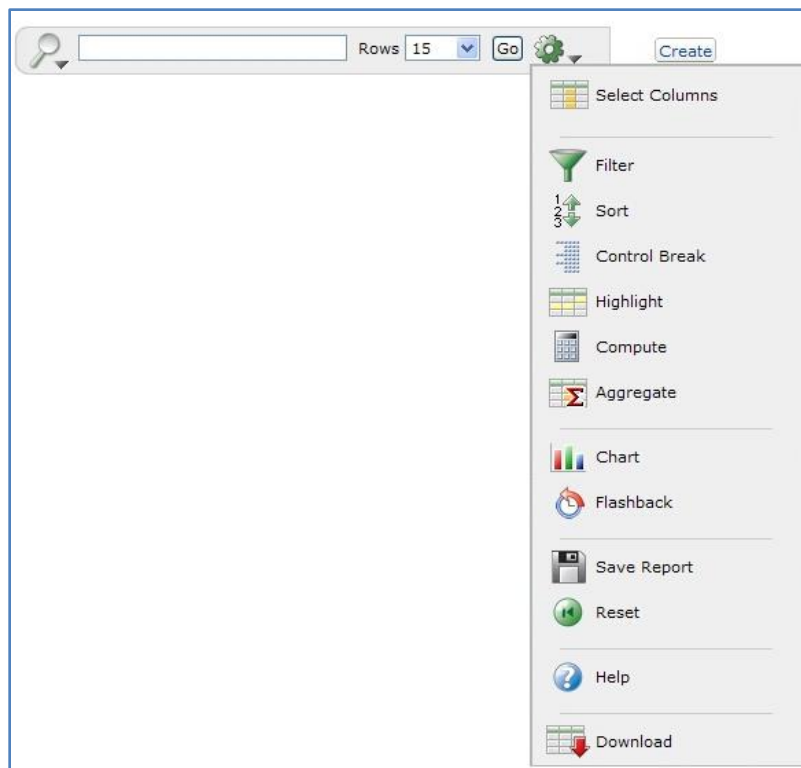
Select the **Return to Issue Tracking Listing** to return to the issue list.

Issue Tracking Listing – Interactive Report Functions

Features Below are the more commonly used reporting tools features offered by interactive reports.

How to














1. Open the Web Application at the Interactive Report view.
2. Click on the gear icon.
3. Report Control List will display.



Functions Covered This instruction guide will cover only the most commonly used report functions. Those functions are Filter, Sort, Control Break, Highlight, Save Report, Reset, and Download.

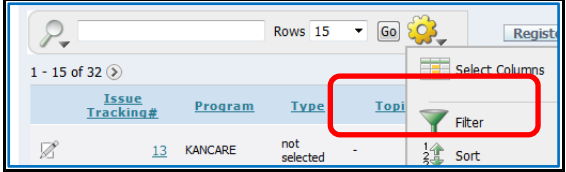
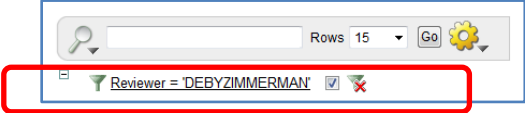
Issue Tracking Listing – Descriptions

Functions Below is the descriptions of the functions available in an interactive report.

Reporting Control List	Action
 Select Columns  Filter  Sort  Control Break  Highlight  Compute  Aggregate  Chart  Flashback  Save Report  Reset  Help  Download	<p>Select Columns – Used to modify the columns displayed. The columns on the right are displayed. The columns on the left are hidden. You can reorder the displayed columns using the arrows on the far right. Computed columns are prefixed with **.</p>
	<p>Filter – Used to filter data for a more detailed view of information.</p>
	<p>Sort – Used to change the column(s) to sort on and whether to sort ascending or descending. You can also specify how to handle nulls (use the default setting, always display them last or always display them first). The resulting sorting is displayed to the right of column headings in the report.</p>
	<p>Control Break – Used to create a break group on one or several columns. This pulls the columns out of the Interactive Report and displays them as a master record.</p>
	<p>Highlight – Highlighting allows you to define a filter. The rows that meet the filter are highlighted using the characteristics associated with the filter.</p>
	<p>Compute – Computations allow you to add computed columns to your report. These can be mathematical.</p>
	<p>Aggregate – Aggregates are mathematical computations performed against a column. Aggregates are displayed after each control break and at the end of the report within the column they are defined. Only numeric columns will be displayed.</p>
	<p>Chart – You can include one chart per Interactive Report. Depending upon the data in the report, the chart function may not be useful.</p>
	<p>Flashback – Not available.</p>
	<p>Save Report – Saves the customized report for future use. You provide a name and an optional description. A tab will be displayed for each report saved.</p>
	<p>Reset – Restores report to the default settings.</p>
	<p>Help – On-line Help on report functions.</p>
	<p>Download – Allows the current report to be downloaded. The download formats is CSV which can be opened through Excel.</p>

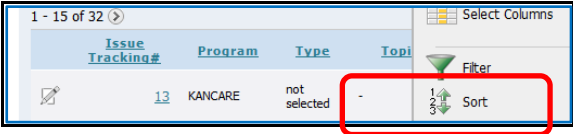
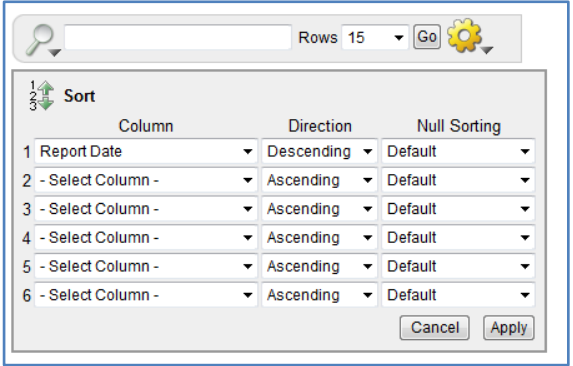
Issue Tracking Listing – Filter

How To Follow the steps in the table below to filter a Report.

Step	Action	
1.	Select Filter from the Control list.	
2.	Select the Column to filter Select the Operator	
3.	Select the Expression . <ul style="list-style-type: none"> By clicking on the drop down arrow at the end of the express field, options will appear if appropriate. 	
4.	Click on the "Go" button. Report will display. The filter criteria will display at the top of the report.	 <p>Check Box = Enable or Disable the filter Filter = Removes the filter</p>

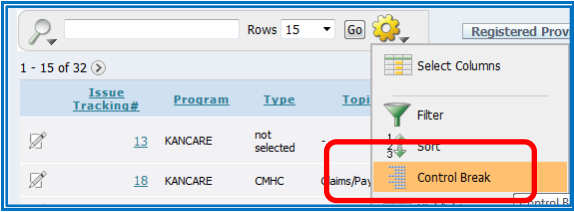
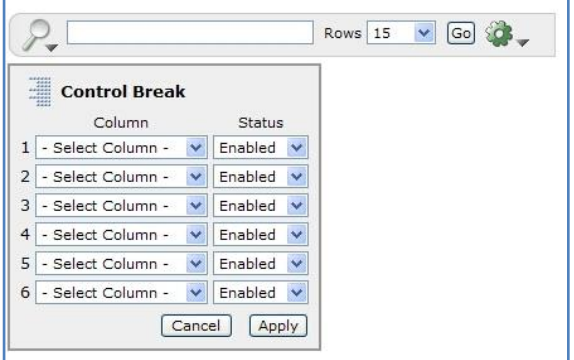
Issue Tracking Listing – Sorting

How To Follow the steps in the table below to sort a Report.

Step	Action	
1.	Select Sort from the Control list.	
2.	Select the Column(s) to be sorted. Select the Direction (Ascending or Descending) Select how the Blank Fields (nulls) should be displayed.	
3.	Click on Apply . Report will display.	


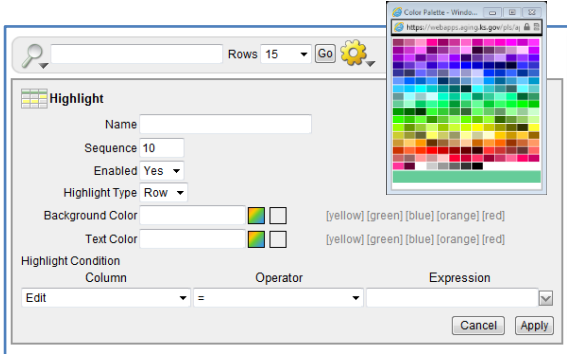
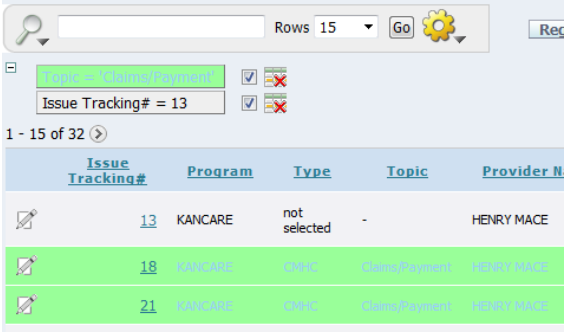
Issue Tracking Listing – Control Break on Information

How To Follow the steps in the table below to create breaks on the data information.

Step	Action
1.	<p>Select Control Break from the Control list.</p> 
2.	<p>Select the Column(s) the data will break on. Select if the Break Status is enable or disenabled.</p> 
3.	<p>Click on Apply. Report will display.</p> <p>The column selected in Step 2 will become headers.</p>

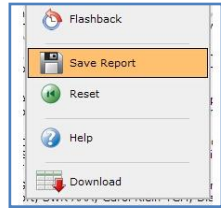
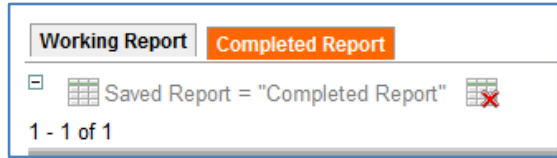
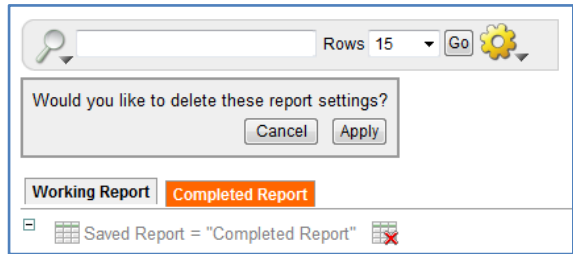
Issue Tracking Listing – Highlight Information

How To Follow the steps in the table below to apply highlights to the Report.

Step	Action	
1.	Select Highlight from the Control list.	
2.	Select the criteria for the highlight display. <ul style="list-style-type: none">• Name• Enabled• Highlight type• Background Color• Text Color• Column• Operator• Expression	
3.	Click on Apply . Report will display.	

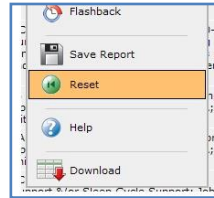
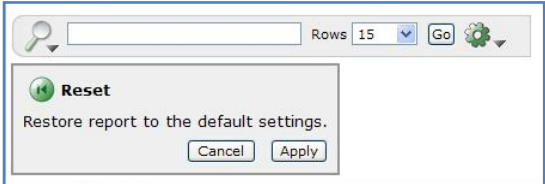
Issue Tracking Listing – Saving

How To Follow the steps in the table below to save a specialized Report.

Step	Action	
1.	Select Save Report from the Control list.	
2.	Enter the Name of the Report to be saved. This will become the Report Tab's name.	
3.	Click on Apply . Report will display on a separate tab.	
4.	<p>If the report is no longer needed, it may be deleted.</p> <ol style="list-style-type: none"> 1. Click on the delete icon (icon with red X) 2. Dialog box will display confirming deletion of the report. 3. Click on Apply. 	

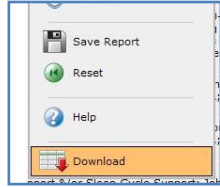
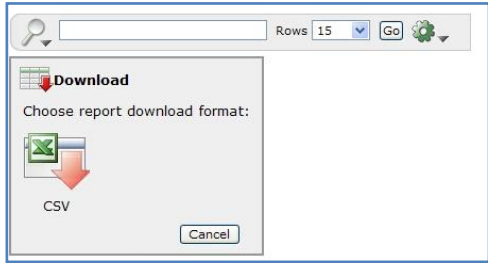
Issue Tracking Listing – Reset Report

How To Follow the steps in the table below to reset the Report back to default.

Step	Action	
1.	Select Reset from the Control list.	
2.	Click on Apply to reset the report.	

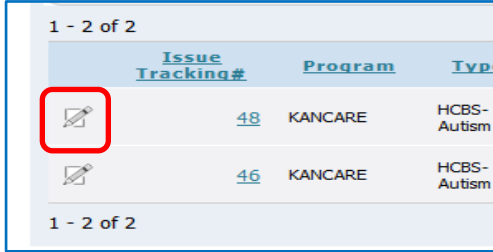
Issue Tracking Listing – Downloading Data

How To Follow the steps in the table below to download the report data.

Step	Action	
1.	Select Download from the Control list.	
2.	Click on the CSV Icon. The only option in the download format is CSV.	
3.	File download dialog box will display. Select Save .	
4.	Save As dialog box will display. Select the location (Save in) and the File name .	
5.	Browse to the File Location and Open file in Excel.	

Issue Tracking Entry Detail

How To Follow the steps in the table below to access the report detail.

Step	Action	Result									
1.	<p>Under the Edit Column, click on the paper icon.</p>  <p>The screenshot shows a table with the following data:</p> <table><thead><tr><th>Issue Tracking#</th><th>Program</th><th>Type</th></tr></thead><tbody><tr><td>48</td><td>KANCARE</td><td>HCBS-Autism</td></tr><tr><td>46</td><td>KANCARE</td><td>HCBS-Autism</td></tr></tbody></table>	Issue Tracking#	Program	Type	48	KANCARE	HCBS-Autism	46	KANCARE	HCBS-Autism	The detail page will display.
Issue Tracking#	Program	Type									
48	KANCARE	HCBS-Autism									
46	KANCARE	HCBS-Autism									

Issue Tracking Report Details

Introduction Clicking on the edit icon (paper) on the Issue Tracking Listing will display the issue details.

Issue Tracking - State Agency

Issue Tracking Entry (KANCARE)

Provider Information

Facility / Email / Phone:
THE PROVIDER NAME / HENRY.MACE@KDADS.KS.GOV / 7852964987

first name:
TRAINING

last name:
ONE

Poster Issue:

We need to be paid for our services in a timely manner.

Issue Posted Date: 01/24/2014 11:36 AM

Claims/Payment entries: 1 - Number resolved: 0 Number activities logged (by MCO): 0 - Number activities with Agency response: 0

[Claims/Payments Listing](#) [Issue Logging Listing](#) [History Listing](#)

MCO Response from 21

Assigned to []

MCO Response:

Resolved by MCO Date:

[File Uploads](#)

Response and/or Resolution (from State Agency)

Assigned to SANDY TURNER ☐ Check to send email notice

Agency Response (entry)

0 of 4000

Agency Response Posted:

☐ Select to indicate Agency Response is completed.

Issue Classifications

Program

☒ KANCARE ☐ Non-KANCARE

MCO/Agency

☒ AmeriGroup ☐ Sunflower ☐ United
☐ KDADS ☐ KDHE ☐ un-assigned

Provider Type

☐ CMHC ☒ HCBS-Autism ☐ HCBS-FE ☐ HCBS-Multiple ☐ HCBS-PD ☐ HCBS-SED ☐ HCBS-TA ☐ HCBS-TBI
☐ IDD TCM ☐ NF ☐ NF-MH ☐ OTHER ☐ PRTF ☐ SUD ☐ not selected

Topic

☐ Claim Denials ☒ Claims/Payment ☐ Client Obligation ☐ Notification Issue(s) ☐ Other ☐ Payment Rates
☐ Prior Authorization

Add User TRAINING01 Add Dt 01/24/2014 11:35 AM Mod User TRAINING01 Mod Dt 01/24/2014 11:36 AM Status: POSTED Issue Tracking Number: 61

[Return to Issue Tracking Listing](#) [SAVE \(Apply Changes\)](#)

Continued on next page

Issue Tracking Report Details (Continued)

The links displayed will be determined by the type of issue.

Claims Payment Listing

Issue Tracking - State Agency

Issue Tracking Entry (KANCARE)

Provider Information
Facility / Email / Phone:
KDADS / HENRY.MACE@KDADS.KS.GOV / 785-296-5875
first name: HENRY last name: MACE

Poster Issue:
create and Post Issue with CMHC and Claims/Payment selected

Issue Posted Date: 01/15/2014 09:28 AM

Claims/Payment entries: 0 - Number resolved: 0 Number activities logged (by MCO): 0 - Number activities with Agency response: 0

[Claims/Payments Listing](#) [Issue Logging Listing](#) [History Listing](#)

Issue Logging History History Listing

Claims Payment Listing


Click on the **Claims/Payment Listing** link to view the Claims Payment Issues Listing.

Issue Tracking - State Agency

Claims/Payment Issues Listing

Rows: 15 Go

Return To Issue Tracking Entry

Provider	Program Type	MCO	Billing Dt	Billed Amt	Paid Amt	Estimated Outstanding Amt	Status	MCO Comment Dt	MCO Resolved Dt	MCO Special Payment Dt	Provider Posted
 THE PROVIDER NAME	CMHC	21	01/01/2014	2000	100	1700	POSTED	-	-	-	YES

1 - 1

Clicking on the edit icon (paper) on the Claims/Payment Issues Listing will display the Claims Payment Entry.

Issue Tracking - State Agency

[Return to Claims/Payments Listing](#)

Claims/Payment Entry

Provider Name THE PROVIDER NAME Program Type CMHC MCO ☐ AmeriGroup

Billing Date 01/01/2014 Billed Amt 2000

Estimated Patient Liability Amount 200 Estimated Payment Amount 1800

Number of Claims Billed 6 Number of Claims Paid 1

Paid Amount 100 Estimated Outstanding Amount 1700

Poster Comment We need paid now.

Provider Posted ☒ YES 01/24/2014 11:36 AM

MCO Comment

KATHI HARTWELL-REMP

MCO Resolved ☐ YES MCO - Was a Special Payment Made? ☐ YES

Status POSTED Add User TRAINING01 Add Date 01/24/2014 Mod User Mod Date

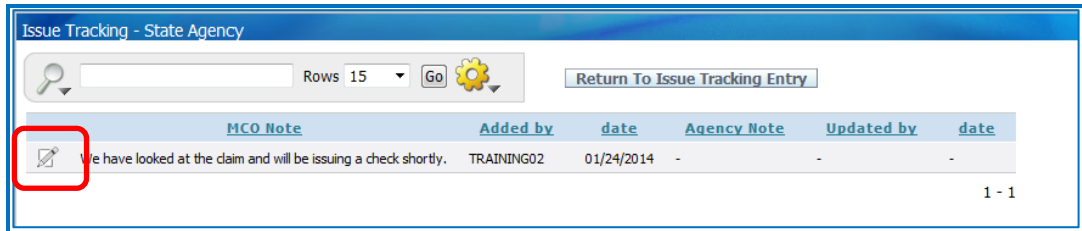
Continued on next page

Issue Tracking Report Details (Continued)

Issue Logging History


Click on the **Issue Logging Listing** link to view the logging list.

Clicking on the edit icon (paper) on the Issue Logging Listing will display the Issue Tracking Log Entry.

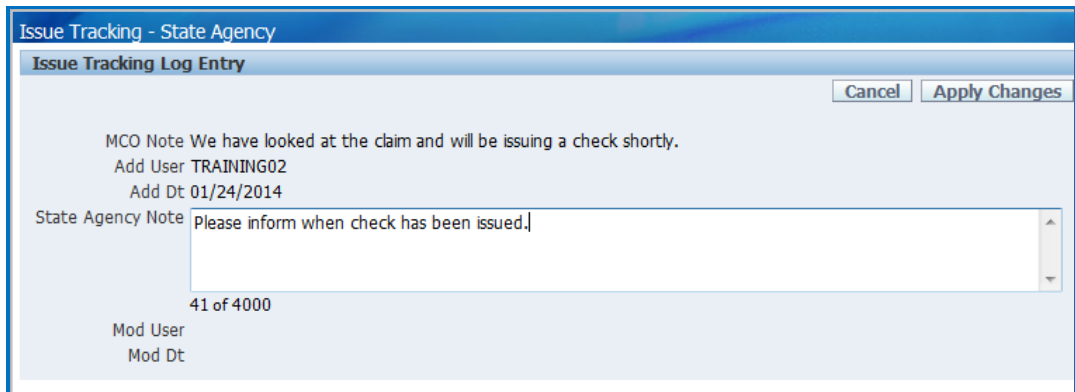


Issue Tracking - State Agency

Search: [] Rows: 15 Go [] [] [] Return To Issue Tracking Entry

	MCO Note	Added by	date	Agency Note	Updated by	date
	We have looked at the claim and will be issuing a check shortly.	TRAINING02	01/24/2014	-	-	-

1 - 1



Issue Tracking - State Agency

Issue Tracking Log Entry

Cancel Apply Changes

MCO Note We have looked at the claim and will be issuing a check shortly.

Add User TRAINING02

Add Dt 01/24/2014

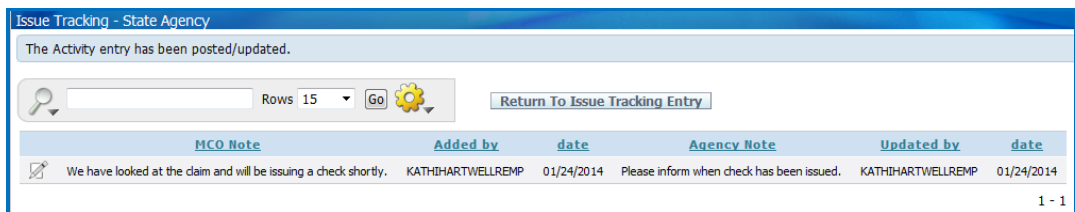
State Agency Note Please inform when check has been issued.

41 of 4000

Mod User

Mod Dt


Agency staff may enter a response in the State Agency Note field. Click on the **Apply Changes** button to save the response.



Issue Tracking - State Agency

The Activity entry has been posted/updated.

Search: [] Rows: 15 Go [] [] [] Return To Issue Tracking Entry

	MCO Note	Added by	date	Agency Note	Updated by	date
	We have looked at the claim and will be issuing a check shortly.	KATHIHARTWELLREMP	01/24/2014	Please inform when check has been issued.	KATHIHARTWELLREMP	01/24/2014

1 - 1

Continued on next page

Issue Tracking Report Details (Continued)

History Listing

Click on the **History Listing** link to view a history of the issue history.

Issue Tracking - State Agency							
Return To Issue Tracking Entry							
status	add dt	days	hrs	min.	was assigned to	now assigned to	add user
RESPONSE	01/24/14 01:28:02 PM				SANDYTURNER	SANDYTURNER	KATHIHARTWELLREMP

Click on the **Return to Issue Tracking Entry** button to return to the Issue Tracking Entry page.

Continued on next page

Issue Tracking Report Details (Continued)

Issue Response Follow the steps below to respond to the issue.

Step	Action	Results																																													
1.	Enter the response in the agency response field.																																														
<div><div>Response and/or Resolution (from State Agency)</div><div>Assigned to SANDY TURNER <input type="checkbox"/> Check to send email notice</div><div>Agency Response (entry)</div><div>0 of 4000</div><div>Agency Response Posted: <input type="checkbox"/> Select to indicate Agency Response is completed.</div><div>File Uploads</div></div>																																															
2.	Upload files as needed.																																														
3.	Check the Check to send email notice checkbox if needed.																																														
4.	Check the Agency Response Posted checkbox if response is complete.																																														
5.	Select the SAVE (Apply Changes) button.	Saves the information. Sends email as indicated.																																													
<div>Add User KATHIHARTWELLREMP Add Dt 01/21/2014 11:34 AM Mod Dt Status: POSTED Issue Tracking Number: 48</div> <div><div>Return to Issue Tracking Listing</div><div>SAVE (Apply Changes)</div></div>																																															
6.	The response will display on the issue listing.																																														
<table><tr><th>MCO Assigned</th><th>MCO Response (display limited to 120 characters)</th><th>Assigned To</th><th>Response (display limited to 120 characters)</th><th>Response Date</th></tr><tr><td>-</td><td>-</td><td>DEBY ZIMMERMAN</td><td>-</td><td>01/16/2014 03:00 PM</td></tr><tr><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td></tr><tr><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td></tr><tr><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td></tr><tr><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td></tr><tr><td>-</td><td>-</td><td>DEBY ZIMMERMAN</td><td>-</td><td>-</td></tr><tr><td>-</td><td>-</td><td>DEBY ZIMMERMAN</td><td>-</td><td>-</td></tr><tr><td>-</td><td>-</td><td>SANDY TURNER</td><td>Problem has been fixed.</td><td>01/21/2014 01:55 PM</td></tr></table>			MCO Assigned	MCO Response (display limited to 120 characters)	Assigned To	Response (display limited to 120 characters)	Response Date	-	-	DEBY ZIMMERMAN	-	01/16/2014 03:00 PM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	DEBY ZIMMERMAN	-	-	-	-	DEBY ZIMMERMAN	-	-	-	-	SANDY TURNER	Problem has been fixed.	01/21/2014 01:55 PM
MCO Assigned	MCO Response (display limited to 120 characters)	Assigned To	Response (display limited to 120 characters)	Response Date																																											
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-	-	SANDY TURNER	Problem has been fixed.	01/21/2014 01:55 PM																																											

Upload File Attachment Utility

Introduction At times, it is necessary for additional information to be attached to the report. All attached files are associated with the Issue Tracking worksheet.

How to Attach a File Follow the steps below to attach a file to a specific report.


Step	Action	Results								
1.	The Attached Files Region is on the right side of the page.									
<div><div>Attached Files</div><div><div>To Attach / Upload File:</div><div><div>Steps to Upload a File:</div><div>Browse to the file location by clicking on the "Browse..." button</div><div>Type a unique name in the "File Name" field for easy identification.</div><div>Click the "Upload or Delete File" button.</div><div>Do not upload ".docx" or ".xlsx" files.</div><div>(Save "docx"/"xlsx" files as PDFs then upload the PDF file.)</div></div><div><div>To Delete a File:</div><div>Only the person who uploaded the file can delete the file.</div><div>Click on the checkbox next to the file to be deleted.</div><div>Click on the "Upload or Delete File" button.</div></div><div><div><div><div></div></div><div>Browse...</div><div>File(s) Uploaded 04/21/13 05:33:51 PM</div></div><div>File size limited to 1mb!</div><div>File Name: <div></div><div>Upload or Delete File</div></div><div><div><div><div></div></div><div>Go</div><div><div></div></div></div><div>No data found.</div></div></div></div></div>										
2.	In the Attachments region, click on the Browse button	The “Choose File to Upload” dialog box displays.								
3.	Browse to the saved document to be attached.	For best results attach only the following type of documents:								
<table><tr><th>Document Type</th><th>Action</th></tr><tr><td>Word or Excel</td><td>Convert documents to Acrobat Reader format (pdf) before attaching</td></tr><tr><td>PDF (Acrobat)</td><td>Attach with no additional steps needed</td></tr><tr><td>Graphics</td><td>Attach JPG or GIF type graphics – do not attach TIF files</td></tr></table>			Document Type	Action	Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching	PDF (Acrobat)	Attach with no additional steps needed	Graphics	Attach JPG or GIF type graphics – do not attach TIF files
Document Type	Action									
Word or Excel	Convert documents to Acrobat Reader format (pdf) before attaching									
PDF (Acrobat)	Attach with no additional steps needed									
Graphics	Attach JPG or GIF type graphics – do not attach TIF files									

Continued on next page

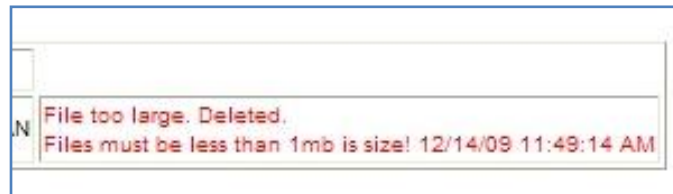
Upload File Attachment Utility (Continued)

How to Attach a File continued

Step	Action	Results
4.	On the Choose File to Upload dialog box, click on Open button	File is selected and entered into the Upload File field.
5.	Enter a Name in the File Name field.	
6.	Click on Upload or Delete File button	Completes the upload. Table of the attached files is displayed.

Attached Files					
					
View	Document	Size	Source	Add Dt	Add User
view	contact list of customer	462387	Contact List.pdf	04/21/2013 05:33:51 pm	DEBYZIMMERMAN
1 - 1					

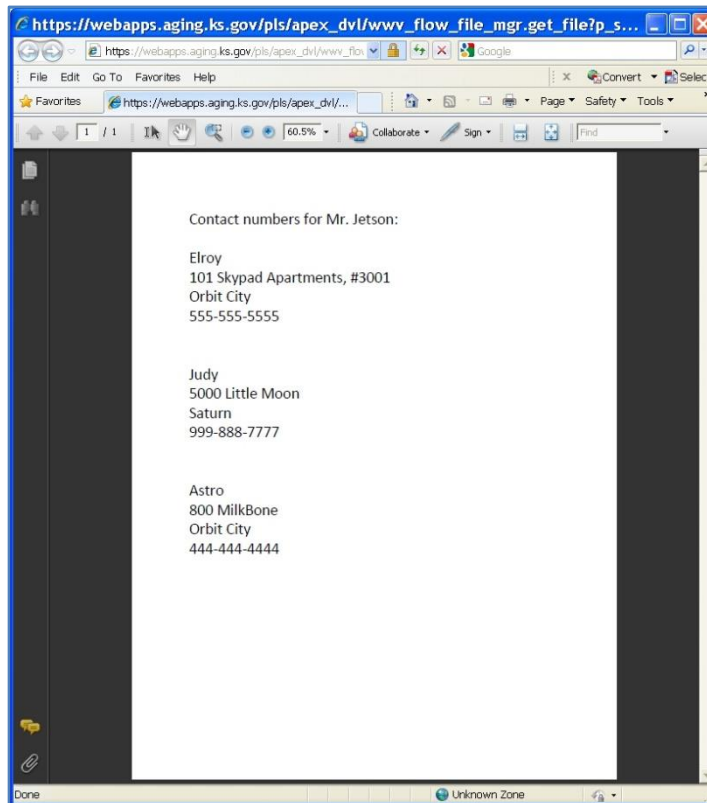
Note: If the file is too large, a warning notice will be displayed that the file was too large and was deleted.



Viewing an Attachment

How to View the File Follow the steps below to view an attached file on a specific report.

Step	Action	Results
1.	Click on the file name	"Contact Listing" in the above example
2.	The document will open in a separate window.	



Deleting an Attachment

Introduction The delete option is only available to the user who originally attached the file.

How to Delete a File Follow the steps below to delete an attached file on a specific report.

Step	Action	Results
1.	In the Attachments region, click on the check box under the delete column.	

Attached Files

To Attach / Upload File:

Steps to Upload a File:

Browse to the file location by clicking on the "Browse..." button

Type a unique name in the "File Name" field for easy identification.

Click the "Upload or Delete File" button.

Do not upload ".docx" or ".xlsx" files.

(Save ".docx"/".xlsx" files as PDFs then upload the PDF file.)

To Delete a File:

Only the person who uploaded the file can delete the file.

Click on the checkbox next to the file to be deleted.

Click on the "Upload or Delete File" button.

Browse...

File(s) Uploaded 04/21/13 05:57:28 PM

File size limited to 1mb!

File Name:

Upload or Delete File

Go

View

Document

Size

Source

Add Dt

Add User

view

contact list

462387

Contact List.pdf

04/21/2013 05:57:28 pm

DEBYZIMMERMAN

1 - 1

2.	Click the Upload or Delete File button.	File is deleted from the system.
----	--	----------------------------------

Logging-Out

Introduction When the user will not be using the application for a period of time, log off the program for security reasons.

How To Follow the steps in the table below to exit the application.

Step	Action	Result
1.	In the upper right corner of the window, there are three navigational options.	

Link	Action
Logout	The browser will return to the Log-in page
KDADS Home Page	Returns back to the KDADS Home Page for further access options.